Telephone Advisory Committee members have complained about the non-cooperation of the MTNL staff; and

(g) if so, what action MTNL proposes to take to improve its working and image?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) and (b) No Sir, every efforts is made to reply all letters received from the subscribers and no letter is intentionally left unattended to.

(c) No Sir, officers are usually available in their offices between 3 to 4 P.M. to attend to complaints made in person by subscriber;

(d) and (e) Instructions have been issued to all concerned to rectify faults within 24 hours unless they are of a complex nature in which case the subscriber would be intimated about the likely time by when the defect would be rectified. Besides open house meets are held at regular intervals to redress public grievances. These measures are expected to reduce the necessity of subscribers registering their complaints in person.

(f) There is no general complaint from TAC members about any non-cooperation by MTNL staff. However, whenever there is any complaint about any deficiency in the services, immediate action is taken to set it right.

(g) The quality of telephone services in both Bombay and Delhi has improved perceptibly after the formation of MTNL and efforts are on to make the services even better.

I.S.D. Facility

4527. MAULANA OBAIDULLAH KHAN AZMI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the details of ISD facilities available as on date along with the details of the codes and various type of facilities/services associated with it;

(b) what are the charges for the same for different countries; and

(c) what is Government's proposal in this regard in near future?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Sir, ISD service is available for 211 countries. Names of countries, dialling codes and pulse rates are given in the Statement (*See* below). This facility (ISD) can also be used for FAX/Data transmission.

(b) The charges for ISD calls to different countries in terms of pulse rate are given in the Statement (*See* below). The ISD calls are recorded in terms of local call units, the acarges will depend upon the duration and the unit Call rate at which a subscriber is billed.

(c) Almost all the countries in the world are already covered by ISD service. There is no specific Plan at present to connect any other country to the ISD facility in the near future.

Statement

LIST OF COUNTRIES ACCESIBLE ON ISD

S. No.	Country	Country Code	Pulse rate (in SEC)
1.	Alaska	1-809	1
2.	Albania	355	1.2
3.	Algeria	213	1.2
4.	Andorra	33628	1.2
5.	Angola	244	1.2
6.	Anguilla	1-809	1
7.	Antigua	1-809	1
8.	Argentina	54	1
9.	Aruba	[illegible]	1

S. No.	Country	Country Code	Pulse rate (in SEC)
10.	Ascension Island	267	1
11.	Australia	61	1.2
12.	Austria	43	1.2
13.	Azores	351	1.2
14.	Bahamas	1-809	1
15.	Bahrain	973	1.2
16.	Bangladesh (DOT)	880	2
17.	Barbados	1-809	1
18.	Belgium	32	1.2
19.	Belize	501	1
20.	Benin	229	1.2
21.	Bemmuda	1-809	1
22.	Bhutan (DOT)	975	2
23.	Bolivia	591	1.2
24.	Botswana	267	1.2
25.	Brazil	55	1
26.	Brunei	673	1.2
27.	Bulgaria	359	1.2
28.	Burkina Fasso	226	1.2
29.	Burma	95	1.2
30.	Burundi	257	1.2
31.	Cameroon	237	1.2
32.	Canada	1	1
33.	Canary Islands	34	1.2
34.	Cape verde	238	1.2
35.	Cayman Islands	1-809	1
36.	Central African REP	236	1.2
37.	Chad Republic	235	1.2
38.	Chile	56	1
39.	China	86	1.2
40.	Christmas Islands	672	1.2
41.	Cocos Island	672	1.2
42.	Colombia	57	1
43.	Comoros	269	1
44.	Congo People's REP.	242	1.2
45.	Cook Islands	682	1.2
46.	Costa Rica	506	1
47.	Cuba	53	1
48.	Cyprus	357	1.2
49.	Czechoslovakia	42	1.2
50.	Denmark	45	1.2
51.	Djibouti	253	1.2
52.	Dominican Island	1-809	1

S. No.	Country	Country Code	Pulse rate (in SEC)
53.	Dominican Republic	1-809	1
54.	Ecuador	593	1
55.	Egypt	29	1.2
56.	EL Salvador	503	1
57.	Equitorial Guinea	240	1.2
58.	Ethiopia	251	1.2
59.	Falk Land Islands	500	1.2
60.	Farde Island	298	1.2
61.	Fiji	679	1.2
62.	Finland	358	1.2
63.	France	33	1.2
64.	French Guiana	594	1
65.	Frenek Polynesia	689	1.2
66.	Gabon	241	1.2
67.	Gambia	220	1.2
68.	Germany (East)	37	1.2
69.	Germany (west	49	1.2
70.	Ghana	233	1.2
71.	Gibral-Tar	350	1.2
72.	Greece	30	1.2
73.	Green Land	299	1.2
74.	Grenada	1-809	1
75.	Guadeloupe	590	1
76.	Guam	671	1.2
77.	Guatemala	502	1
78.	Guinea Bissau	245	1.2
79.	Guinea Republic	224	1.2
80.	Guyana	592	1
81.	Haiti	509	1
82.	Hawai	1-808	1
83.	Honduras	504	1
84.	Hong Kong	852	1.2
85.	Hungary	36	1.2
86.	Iceland	354	1.2
87.	Indonesia	62	1.2
88.	Iraq	964	1.2
89.	Iran	98	1.2
90.	Ireland	353	1.2
91.	Israel	972	1.2
92.	Italy	39	1.2

S. No.	Country	Country Code	Pulse rate (in SEC)
93.	Ivory Coast	225	1.2
94.	Jamaica	1-809	1
95.	Japan	81	1.2
96.	Jordan	962	1.2
97.	Kenya	254	1.2
98.	Kiribati	686	1.2
99.	Korea (NORTH) (PDR)	850	1.2
100.	Kuwait	965	1.2
101.	Lebanon	961	1.2
102.	Lesotho	266	1.2
103.	Liberia	231	1.2
104.	Libya	218	1.2
105.	Liechtenstein	41	1.2
106.	Luxembourg	352	1.2
107.	Macao	853	1.2
108.	Malagasy	261	1.2
109.	Malawi	265	1.2
110.	Malaysia	60	1.2
111.	Maldives	960	1.2
112.	Mali	223	1.2
113.	Malta	356	1.2
114.	Mariana Island	670	1.0
115.	Marshal Island	692	1.2
116.	Martinique	596	1.2
117.	Mauritania	222	1.2
118.	Nauritius	230	1.2
119.	Mayotte	269	1.0
120.	Medeira	351	1.2
121.	Mexico	52	1.2
122.	Micronesia	691	1.2
123.	Monaco	33	1.0
124.	Mongolia	976	1.2
125.	Montserrat	1-809	1.2
126.	Morocco	212	1.2
127.	Mozambique	258	1.0
128.	Namibia	264	1.0
129.	Nauru	674	1.2

S. No.	Country	Country Code	Pulse rate (in SEC)
130.	Netherlands Antilles	599	1.2
131.	New Caledonia	687	1.2
132.	Newzeland	64	1.2
133.	Nigeria	234	1.0
134.	Niger	327	1.2
135.	Nicaragua	505	1.2
136.	Niue Island	683	1.2
137.	Norfolk Island	672	2.0
138.	Norway	47	2.0
139.	Oman	968	1.2
140.	Pakistan	92	2.0
141.	Palau	680	1.2
142.	Nepal	977	1.0
143.	Netherlands	31	1.2
144.	Panama	507	1.2
145.	Peru	51	1
146.	Phillipines	63	1.2
147.	Poland	48	1.2
148.	Portugal	351	1.2
149.	Puerto Rico	1-809	1
150.	Qatar	974	1.2
151.	Reunion	262	1.2
152.	Rodriguez Island	230	1.2
153.	Romania	40	1.2
154.	Rwanda	250	1.2
155.	Samoa American	684	1.2
156.	Somoa West	685	1.2
157.	San Marino	39	1.2
158.	Saotome & Principe Is	239	1.2
159.	Saudi Arabia	966	1.2
160.	Sengal	221	1.2
161.	Seychelles	248	1.2
162.	Sierraleone	232	1.2
163.	Singapore	65	1.2
164.	Soloman Island	677	1.2
165.	Somalia	252	1.2
166.	South Africa	27	1.2
167.	South Korea	82	1.2
168.	Spain	34	1.2
169.	Sri Lanka	94	2
170.	St. Christopher	1-809	1

S. No.	Country	Country Code	Pulse rate (in SEC)
171.	St. Helena	290	1.2
172.	St. Lucia	1-809	1
173.	St. Piere & Miquelon	508	1
174.	St. Vincent	1-809	1
175.	Sudan	249	1.2
176.	Surinam	597	1.2
177.	Swaziland	268	1.2
178.	Sweden	46	1.2
179.	Switzerland	41	1.2
180.	Syria	963	1.2
181.	Tanzania	255	1.2
182.	Taiwan	886	1.2
183.	Thailand	66	1.2
184.	Togolese Republic	228	1.2
185.	Tonga	676	1.2
186.	Trinidad & Tobaco	1-809	1
187.	Tunisia	216	1.2
188.	Turkey	90	1.2
189.	Turks & Caicos Is	1-809	1
190.	Papua New Guinea	675	1.2
191.	Paraguay	595	1.2
192.	Tuvalu	688	1.2
193.	Uganda	256	1.2
194.	United Kingdom	44	1.2
195.	United States	1	1
196.	Uruguay	598	1
197.	Vanuatu (Newhebrides)	678	1.2
198.	Vatican City	39	1.2
199.	Venezuela	58	1
200.	Vietnam	84	1.2
201.	Virgin Is (B)	1-809	1
202.	Virgin Island (US)	1-809	1
203.	Wallis & Futuna Is	681	1
204.	Yemen (PDR)	969	1.2
205.	Yemen Arab Republic	967	1.2
206.	Yugoslavia	38	1.2
207.	Zaire	243	1.2
208.	Zambia	260	1.2

S. No.	Country	Country Code	Pulse rate (in SEC)
209.	U.A.E.	971	1.2
210.	U.S.S.R. (ERST-WHILE)	7	1.2
211.	Zimbawe	263	1.2

श्री हेमवतीनन्दन बहुगुणा की स्मृति में स्मारक डाक टिकट का जारी किया जाना

4528. **श्री सत्य प्रकाश मालवीय:** क्या संचार मंत्री यह बताने की कृपा करेंगे कि:

(क) क्या सरकार को स्वर्गीय श्री हेमवतीनन्दन बहुगुणा की स्मृति में एक स्मारक डाक टिकट जारी करने के लिए कोई अभ्यावेदन प्राप्त हुआ है; और

(ख) यदि हां, तो उस पर सरकार की प्रतिक्रिया क्या है?

संचार मंत्रालय में उन मंत्री (श्री पी० वी० रंगय्या नायडू): (क) जी हां।

(ख) स्मारक/विशेष डाक-टिकट आदि जारी करने के संबंध में फिलैटलिक सलाहकार समिति सरकार को परामर्श देती है। यह प्रस्ताव, उक्त समिति के सामने उसकी बैठक में विचारार्थ रखा जाएगा।

S.T.D. locking facility in Orissa

4529. SHRI CHANDRA MOHAN SINHA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the S.T.D. locking facility can be available to the subscribers where telephone numbers are not connected with the electronic exchange; and

(b) if so, whether such facility is available in the Orissa Telecom circle?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU): (a) Yes, Sir, Such a facility has been experimentally field tested in selected non-electronic exchanges. But it is found to be prohibitively expensive.

(b) No, Sir.

S.T.D. and I.S.D. facilities to the District Headquarters

4530. SHRI KAMAL MORARKA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what is the number of district headquarters which are presently having STD and ISD facilities, Statewise;

(b) by when all the district headquarters in the country likely to have these facilities;

(c) whether there is any proposal to provide STD and telephone facility to all the tribal and backward areas; and

(d) if so, the details thereof?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU): (a) Out of 462 District Headquarters existing on 1.4.91, 443 district headquarters have been provided with STD facility as per details given in Statement (*See* below).

(b) All District Headquarters are likely to have STD facility by 1992-93.

(c) and (d) It is proposed to provide telephone facility to all the villages in the country by the year 2000.

Statement

Status of District Headquarters for S.T.D. facility
(As on 24.3.1992)

Sl. No.	Name of State	Total D.H.Qs.	D.H.Q. having S.T.D. facility
1	2	3	4
1.	Andhra Pradesh	23	23
2.	Arunachal Pradesh	10	10